



# HRO INTERVIEW COURSE

Updated 01 JUNE 2004



# COURSE OVERVIEW

- Selecting Official Responsibilities
- Understanding Announcements
- The Two Part Process –
  - Applications/Interview
- Developing Your Matrix –
  - Applications/Interview
- Scoring Applications
- Conducting Interview
- Merit Placement Package Return Procedures



# Selecting Official's Responsibilities

- Develop Current KSAs
- Develop a Defendable Matrix
- Use a Qualified Panel
- Treat every Candidate exactly the same
- Ensure candidate is compatible prior to placement
- BE FAIR AND EQUITABLE TO ALL



# Understanding Announcements

- Advise each potential Applicant to carefully read the announcement FRONT and BACK
- Advise each candidate to include ALL required forms
- Advise potential Applicants to prepare for the interview by reviewing technical material, PD, etc....

# Understanding Announcements

## ■ Header Information

National Guard of Arizona

Human Resources Office

5636 East McDowell Road, Phoenix, AZ 85008-3495

Phone (602) 267-2783; DSN 853-2783

Website: [www.azguard.gov/hro](http://www.azguard.gov/hro)

EXCEPTED

TECHNICIAN VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: 04-001T/A DATE: 01 JAN 2004 CLOSING DATE: 31 JAN 2004



# Understanding Announcements

## ■ POSITION INFORMATION

**POSITION TITLE, SERIES, GRADE, AND POSITION NUMBER**

AIRCRAFT MECHANIC, WG-8852-10, TC06737000

**APPOINTMENT FACTORS:** OFFICER ( ) WARRANT OFFICER ( ) ENLISTED (x)

**SALARY RANGE:** \$19-58 - \$22.85

**SUPERVISORY ( ) MANAGERIAL ( )**  
**NON-SUPERVISORY/NON-MANAGERIAL (X)**

**LOCATION OF POSITION:**

ARMY AVIATION SUPPORT FACILITY #2 (25 MILIES NW OF TUCSON), MARANA,  
AZ)

# Understanding Announcements

- Application Instructions:
- **INSTRUCTIONS FOR APPLYING:** Individuals who meet the basic qualification requirements (General and Specialized Experience) may apply. **Individuals applying for Excepted Technician positions may submit Optional Form 612 (Optional Application for Federal Employment) , or a Resume. OPTIONAL FORM 306 (DECLARATION FOR EMPLOYMENT) IS A REQUIRED FORM. FAILURE TO SUBMIT THIS FORM WITH THE APPLICATION WILL CAUSE THE APPLICATION TO NOT BE CONSIDERED.** Whatever form of application that is chosen it must contain the Announcement Number, Title and Grade(s) of the job being applied for. Personal information must include full name and address (including ZIP Code), Day and evening phone numbers (with area code), Social Security Number, Country of citizenship and Highest Federal civilian grade held (also include job series and dates held). Education information must include; High School Name, city and State and dates of diploma or GED, Colleges or Universities Name, city and State, Majors type and years of any degrees received, and total semester or quarter hours earned (if no degree show total credits earned and indicate whether semester or quarter hours). Work experience information should be limited to either paid or nonpaid experience directly related to the position that the individual is applying for and must include; Job Title, Duties and accomplishments, Employers name and address, Supervisors name and phone number, starting and ending dates, hours per week and salary. In addition to the above described information all applications should include AZNG Forms 335-1-R (Military Brief), 335-2-R (Knowledge, Skill and Ability Supplement and 335-4-R (Applicant Research Questionnaire). Applications will be accepted without the AZNG Forms. However, applications may not receive an adequate evaluation if these forms are not submitted. Applications must arrive in the HRO Office by close of business on closing date shown on announcement. All applicants must be citizens (or owe allegiance to the U.S.). **Applications submitted in postage paid federal envelopes or by government fax machines is a violation of federal law and will not be accepted.** For further information call 267-2783 or DSN 853-2783.



# Understanding Announcements

- Legal Statements
- **MINIMUM QUALIFICATION REQUIREMENTS:** Each applicant must fully substantiate on their application how they meet the requirements listed below in the Specialized Experience area; otherwise applicant will be considered unqualified for this position.
- **EQUAL OPPORTUNITY:** The Arizona National Guard is an Equal Opportunity Employer. Selection for this position will be made without regard to race, religion, age, national origin, sex, political affiliation, marital status, membership or nonmembership in an employee organization or any other non-merit factor.



# Understanding Announcements

- **National Guard Requirements / Promotion Potential**
- **Condition of Employment:** Excepted employees must wear the uniform prescribed by the Adjutant General. Acceptance of the position constitutes concurrence with this requirement. Once the selection is made, the candidate(s) must be a member of the Arizona ( ARMY ) National Guard ( **AASF #2** ), qualify for and be placed in the following compatible AFSC/MOS/AOC: **CMF 15/77**
- **Acceptance of this position requires participation in the Direct Deposit/Electronic Funds Transfer Program.**
- **KNOWN PROMOTION POTENTIAL: NONE**



# Understanding Announcements

## ■ AREA OF CONSIDERATION

This position is in the Federal/Excepted Civil Service and is open to current members of the Arizona Army National Guard. Individual will receive an Indefinite Appointment and may be converted to Permanent status upon receipt of a Permanent position. Acceptance of a Federal Excepted Position of over 179 days in length will cause termination from the Selected Reserve Incentive Program (BONUS). Individual selected will be required to take a pre-employment medical screening which will be paid for by the Agency. **PCS FUNDS NOT AUTHORIZED.**

## Start with current members

may be more restrictive if reasonable pool of applicants (4 or more) is available



# Understanding Announcements

## ■ Conditions of Employment/Notes

NOTE: Selection from this announcement may be in support of an ARNG reimbursable program with limited funding/duration

NOTE: Individual must possess a valid Arizona Drivers License and have the ability to obtain a Military Drivers License.

NOTE: Selectee must possess or be able to obtain a SECRET security clearance.

NOTE: This position requires frequent TDY travel.

NOTE: This position is subject to rotating shift work

***\*\*ANY specific job requirements go here\*\****

# Understanding Announcements

- KSAs (No less than 4, no more than 10)
- **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR SUCCESSFUL PERFORMANCE IN THIS POSITION:**  
Each applicant should fully justify on their application how they meet each KSA listed below using AZNG Form 335-2-R to reference the justification.
  1. Knowledge of aircraft systems and components in electrical, fuel, hydraulic, environmental and mechanical principles in sufficient detail to perform the duties and responsibilities as applied to aircraft and supporting systems.
  2. Working knowledge of aircraft forms and records, maintenance system, and maintenance supply procedures.
  3. Ability to remove and replace aircraft parts, accessories and components and to make adjustments and settings according to established specifications.
  4. Skill in the use of hand tools and appropriate test equipment.
  5. Ability to read and interpret technical instructions, plans, schematic diagrams and ULLS-A.
  6. Ability to communicate both orally and written.

# Understanding Announcements

## ■ Specialized Experience:

**SPECIALIZED EXPERIENCE:** Must have 18 months experience and/or appropriate training in such functions as troubleshooting, repairing, maintaining, servicing, inspecting and modifying aircraft, aircraft installed equipment and related ground support equipment. Must possess or be eligible for award of the appropriate security clearance required for the position.

# Understanding Announcements

## ■ Brief Job Description

This position is located at the Army Aviation Support Facility #2. It's primary purpose is to inspect, repair, modify and service aircraft systems, components, and assemblies, both on and off aircraft. Performs inspections, functional checks, and preventive maintenance on aircraft to include periodic, phase, hourly, preflight, postflight, calendar, thru-flight, and special inspections such as fuel contamination, emergency equipment, and oil sampling. Troubleshoots and performs unscheduled maintenance on assigned and transient aircraft, utilizing various gauges, meters, measuring devices and other related test equipment. May be required to perform user and organizational level maintenance on assigned support equipment, including inspection, repair, modification, and corrosion prevention. Provides data for aircraft maintenance historical records, complete maintenance data collection, man-hour accounting, and other forms as required. Instructs, directs, and assigns maintenance repair tasks to drill status guard members. Complies with safety, fire, security, and housekeeping regulations. Prepares for and participates in various types of readiness evaluations such as MEI, ORI, IF and UE inspections, mobility and command support exercises. Performs other duties as assigned.

## ■ **SELECTING SUPERVISOR:** MSG John Q. Public

# TWO PART PROCESS

- Consists of the application and an interview.
- Keep in mind, staffers send only minimally qualified candidates forward for interview.
- Register challenges must be done prior to the interview.
- Application scoring and Interview scoring **are scored equally**.
- Both portions of this process are of equal point value (or as close as possible *with explanation*, for instance, deleting question on appearance due to telephone interview)



# APPLICATIONS

- Candidates may use an OF-612 or a resume as long as all required information is provided.
- All current announcements and forms including the AZNG forms are available on the AZNG website.
- [www.azguard.gov/hro](http://www.azguard.gov/hro)



# DEVELOPING A MATRIX

- **Under AZ 05-01 Instruction, all matrices must be approved by HRO Staffing before Selection Packages will be sent out.**
- Matrixes must have both an application and interview scoring area.  
Example: Total Application Score = 80 points  
Total Interview Score = 80 points
- Each application/interview evaluation area and question must be of equal point value.  
Example: Application Evaluation Areas = 10 points each  
Interview Questions = 10 points each

Keep in mind it is not a perfect world and there may be some variances with sound reasoning and written justification.

Remember – Document!...Document!...Document!



# APPLICATION MATRIX

- All applications and supporting documentation must be evaluated and scored at face value.
- Credit must be given for education and training for both military and civilian.
- Credit must be given for job related experience both military and civilian time frames.
- Credit must be given for the quality of job related experience using time and job related evaluation criteria.
- Credit may be given for completeness of application.
- Application may only be scored for appearance and grammar if a KSA on the announcement states that an individual must have the “ability to effectively communicate both orally and in writing.”

# APPLICATION MATRIX

- Example of matrix header information:

Technician/AGR Announcement Number 04-???T/04-???A  
Application/Interview Matrix

Applicant's Name: \_\_\_\_\_

Position Title: Aircraft Mechanic

Interview Date: \_\_\_\_\_

Position Number TC06737000

Application Score: \_\_\_\_\_

Series/Grade: WG-8852-10

Interview Score: \_\_\_\_\_

Max AGR Grade: E-?

Total Score: \_\_\_\_\_

Evaluator's Name: \_\_\_\_\_

Evaluator's Signature: \_\_\_\_\_

# APPLICATION MATRIX

- Education evaluations should be based on the actual position.
- Example of civilian education evaluation: (keep in mind this is for a WG-10 position)

## Bad Example:

### 1. Civilian Education: Max 10 points

Bachelor's Degree	10 points
CCAF/Associates Degree	6 points
Some College Credits	4 points
High School/GED	2 points

# APPLICATION MATRIX

## ■ Civilian Education Continued:

### Good Example

#### 1. Civilian Education: Maximum Points Available 10

Bachelor's Degree in related field	10 points
AA Degree in related field	8 points
Technical School Certificate in related field	6 points
Civilian related courses ( Avionics, Aeronautics, Mechanics)	4 points
(Each course worth 1 point up to 4 points, list course)	

Total Points \_\_\_\_\_

Notes/Comments: (other courses or formal training not specifically listed above may be awarded points with justification)

# APPLICATION MATRIX

## ■ Military Education:

Bad example: Maximum Points Available 10

Military Education:

SNCOA In-residence	10 points
SNCOA Correspondence	8 points
NCOA In-residence	6 points
NCOA Correspondence	4 points
ALS In-residence	2 points
ALS Correspondence	1 point

# APPLICATION MATRIX

## ■ Military Education:

Good examples: Maximum Points Available 10

Military Education: Maximum Point Value 10 points

SNCOA

10 points

NCOA

6 points

ALS

4 points

or

7 level AFSC in ??????? Awarded

4 points

5 level AFSC in ??????? Awarded

3 points

3 level AFSC in ??????? Awarded

2 points

Position Related Training (list) each course worth one point each

4 points

Total Points \_\_\_\_\_

Notes/Comments: (other courses or formal training not specifically listed above may be awarded points with justification)

# APPLICATION MATRIX

## ■ Civilian Experience

**Civilian experience:** Experience must be in (list your requirements)

Maximum point value 10 points

8-10 years experience	10 Points
6-7 years experience	8 Points
4-5 years experience	6 Points
2-3 years experience	4 Points
1-2 years experience	2 Points

Notes/comments:

This is your position and matrix. Keep in mind what you think the proper point values and rating criteria may be. Just remember, all total points for each evaluation area and interview question must equal (10 max; 5 max etc.)



# APPLICATION MATRIX

## ■ Military Experience

**Military experience:** Experience must be in (list your requirements)

Maximum point value 10 points

8-10 years experience	10 Points
6-7 years experience	8 Points
4-5 years experience	6 Points
2-3 years experience	4 Points
1-2 years experience	2 Points

Notes/comments:

This is your position and matrix. Keep in mind what you think the proper point values and rating criteria may be. Just remember, all total points for each evaluation area and interview question must equal (10 max; 5 max etc.)

# APPLICATION MATRIX

## ■ Quality of Experience - Civilian

**Civilian experience:** Maximum point value 10 points

8-10 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment.

10 Points

6-7 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment

8 Points

4-5 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment

6 Points

2-3 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment

4 Points

1-2 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment

2 Points

Notes/comments:

**Again, its your matrix and criteria. (Examples only)**

# APPLICATION MATRIX

## ■ Quality of Experience - Military

**Military experience:** Maximum point value 10 points

8-10 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment.	10 Points
6-7 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment	8 Points
4-5 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment	6 Points
2-3 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment	4 Points
1-2 years experience that demonstrates applicant's ability to troubleshoot, repair, maintain, service, inspect and modify aircraft, installed equipment and ground support equipment	2 Points

Notes/comments:

**Again, its your matrix and criteria. (Examples only)**

# APPLICATION MATRIX

- Other area that can be rated in this portion of the matrix

## Condition of Application:

Neatness

Grammar

Relevant

Typed

Spelling

Organization

Word usage

Sentence Structure

Comprehensive

Other \_\_\_\_\_

(Circle those areas that apply and total points – one point for each area. Maximum 10 points)

Total Points Awarded \_\_\_\_\_

## Communication Skills:

Eye Contact

Word Usage

Body Language

Volume

Organization of Thoughts

Hand Gestures

Voice Inflection

Poise

Pitch of Voice

Other \_\_\_\_\_

(Circle those areas that apply and total points – one point for each area. Maximum 10 points)

Total Points Awarded \_\_\_\_\_

# APPLICATION MATRIX

## ■ Other areas continued:

Military Appearance may be rated. However, all applicants must be informed that it will be rated and what uniform they are to wear at the time that an interview is scheduled.

### **Military Appearance: Maximum Points Available 10**

Individual is in complete compliance with AR 670-01/ANGI36-2903	10 points
Individual has minor violations IAW AR 670-01/ANGI36-2903	6 points
Individual has major violations IAW AR 670-01/ANGI36-2903	2 points

Total \_\_\_\_\_

**NOTES/COMMENTS:** (any uniform wear violation must be noted below)

# KSA Evaluations (Example)

- **KSA 7. Skill in using many types of precision measuring instruments and equipment such as micrometers, vernier calipers, or dial test indicators. (Max points 10)**
- **Detailed, comprehension explanation of skill; tied to specific experience, used on a daily basis. 10 pts \_\_\_\_\_**
- **Explanation of skill not tied to specific experience, used on a weekly or monthly basis. 07 pts \_\_\_\_\_**
- **Bullet statement, no detail, tied to experience 05 pts \_\_\_\_\_**
- **Brief statement of skill, not tied to experience, not tied to use of skill 02 pts \_\_\_\_\_**



# Developing Your Interview Matrix

- Use only job related interview question
- Construct questions from position description, KSAs, brief job description and technical career field knowledge
- Questions must have desired responses with assigned point values
- All questions must be of equal point value



# Developing Your Interview Matrix

- Do not use situational questions  
(pertaining to the applicants personal life)
- Do not ask test questions or give tests
- Ask open-ended questions
- Ask only questions pertaining to the technician or AGR position



# Developing Your Interview Matrix

## ■ Example Questions:

### Bad Example:

1. Coordination among maintenance functions is part of the position, what experience do you have in coordinating work operations?

Very Experienced

Some Experience

Limited Experience

1 2 3 4 5 6 7 8 9 10

Total Points Awarded \_\_\_\_\_

# Developing Your Interview Matrix

## ■ Example Questions:

Bad Example: These are TEST questions!

1. Tell us how to wire an AH-64 gun turret.
2. How many words per minute do you type?
3. Tell us how to break down a M-16 A-1 rifle?

**These are Situational questions: (DO NOT ASK)**

Can you work rotating night shifts? (Condition of employment)

Can you go TDY? (Condition of employment – note in area of consideration)

Can you work Sundays? (Condition of employment – note in area of consideration)

# Developing Your Interview Matrix

## ■ Example Questions:

### **Good example:**

Maximum Points Available 10

1. Coordination among outside customers is an important function of this position. What experience do you have in coordinating operations that require the support and cooperation of a supply related function and an outside customer?

Very Experienced (daily, to include special projects) 10 points

Some experience (monthly) 6 points

Limited experience (quarterly) 4 points

Other (Explain points awarded in Notes/Comments Area)

Total Points \_\_\_\_\_

### **NOTES/COMMENTS:**

# Developing Your Interview Matrix

## ■ Example Questions:

### **Good example:** Maximum Points 10

1. Describe the type of computer/technology applications you have used and how you have applied them to effectively communicate verbally and in writing: **(1 point ea)**

\_\_\_\_\_ Word

\_\_\_\_\_ Prepared Briefings

\_\_\_\_\_ Excel

\_\_\_\_\_ Presented Briefings/Lectures

\_\_\_\_\_ PowerPoint

\_\_\_\_\_ Wrote Letters

\_\_\_\_\_ Access

\_\_\_\_\_ Wrote Policies/SOP's

\_\_\_\_\_ Data bases

\_\_\_\_\_ Other (list)

# Developing Your Interview Matrix

## ■ Example Questions:

### **Good example:**

- 1. What are the primary duties and responsibilities of this position
  
- Maintain the Base Stock Levels. 1 point
- Control the overall requirements and requisitioning process. 1 point
- Manage the Initial Spares Support List (ISSLs). 1 point
- Manage the adjusted stock levels. 1 point
- Monitor the Mission Change program. 1 point
- Report and determine the redistribution of excess items. 1 point
- Monitor the Readiness Base Leveling Program (RBL). 1 point
- Process Lateral Shipments. 1 point
- Manage the overall exception codes. 1 point
- Assist the Stock Funds Manager. 1 point
- Other \_\_\_\_\_

**MAX Points (10)** \_\_\_\_\_



# Developing Your Interview Matrix

- Refrain from using desired responses which are subjective:

Excellent

Average

Below average

These have different meaning to different people, no way to weigh objectively. (What's excellent?)



# Developing Your Interview Matrix

- Refrain from asking questions that have subjective responses, such as:
  1. Tell us why you are the best person for this position.
  2. If you do not get this position, what will you do?
  3. Tell us what you would bring to this position.
  4. Tell us why we should hire you.



# Conducting The Interview

- All candidates must receive the same exact set up and treatment
- Cover conditions of employment first
- Schedule the same amount of time for each interview
- Same interviewers for each candidates
- Same questions/order asked by the same interviewer





# Conducting The Interview

- Interview in a interruption free environment
- Interview should be conducted during normal technician duty hours to the maximum extent possible; DO NOT schedule interviews for UTA weekends
- Treat each candidate as an individual
- Provide a good first impression to all candidates
- Listen properly to each candidate
- Do not argue
- Do not make any promises
- Limit yourself to only questions, no comments
- BE FAIR AND EQUITABLE TO ALL



# Scoring Applications

- All board members must evaluate and score each candidates application
- Use the interview process to augment the information provide on the application. If necessary re-score the appropriate areas on the application after interview. Be sure to line-out and give a justification for changing score.



# Placement Procedures

- Review entire package for completeness
- Copy documents you wish to keep for your file
- Do not copy application as they are protected by the PA 1974
- Return entire package containing the original documents to the HRO



# SELECTION BOARD

- HRO Administrative Instruction No. 05-01
- Only HRO representative will approve official notification of selection after review of package
- HRO will mail out your selection/nonselect letters



# HRO Interview Course Summary

- All Candidates certified by the HRO as being qualified will receive an interview  
**This is TAG policy**
- Ensure your package and selection is defensible
- **BE FAIR AND EQUITABLE TO ALL CANDIDATES**